



January 13, 2015

**EMPLOYMENT OPPORTUNITY**  
**CSEA INC/SEIU, LOCAL 2001**

**NETWORK SYSTEMS ADMINISTRATOR**  
**INFORMATION TECHNOLOGY**  
**GRADE 14**

There is a vacancy for the position of Network Systems Administrator in the IT Division.

Any member of the CSEA INC/SEIU, Local 2001 Bargaining Unit interested in this position should complete the attached Application for Review of Qualifications. Completed application must be returned to the Human Resources Department by 4:30 p.m. January 22, 2015

Attachments: Job Description and  
Application for Review of Qualifications

**Please post immediately: 1/13/15**  
**Remove: 1/22/15**

## TOWN OF EAST HARTFORD

**TITLE:** Network Systems Administrator

**GRADE:** 14

**DEPARTMENT:** Information Technology

**DATE:** 12/9/14

### GENERAL DESCRIPTION

Responsible information systems technical work involving the provision of technical support and troubleshooting services to municipal departments, design of complex Information Technology systems, and secondary oversight of department operations.

Work involves responsibility for providing technical support, assistance, and training to employees of municipal departments with regard to personal computer hardware and software utilization. Duties include troubleshooting and diagnosing computer related problems, end user and IT staff training, and Local Area Network (LAN) administration. This position serves as a key design contact in Municipal operations. The work requires that the employee have considerable knowledge, skill, and ability in personal computer technology, printers, modems, security devices, virtualization technologies, and networks.

### SUPERVISION RECEIVED

Works under the general supervision of the Information Technology Manager.

### SUPERVISION EXERCISED

Serves as a second-in-command for IT Department.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides technical support to municipal departments with regard to personal computer and network issues including diagnosis of problems, repairs, new installations and configuration of equipment and software.
- Aids in PC maintenance as time permits
- Firewall and security appliance maintenance, configuration, and troubleshooting.
- Virtual Server/Virtual Desktop development/deployment/troubleshooting knowledge and proven ability
- Manages enterprise Storage Area Network and works with IT Manager for long term proactive refresh strategy.
- Works with IT Manager in long-term strategic planning of IT resources to support initiatives from municipal departments
- Documents work and change logs
- Documents procedures and policies
- Develops Group Policy for central management of all Personal Computer software across municipality and works to streamline efficiency and user experience
- Provides Engineering level security services for municipal servers, firewalls, and security appliances and recommends
- Assists users in deciding what software may be needed for new work tasks as well as design and code applications for automation of repetitive manual tasks.

- Install and configure software applications and troubleshoot various corresponding hardware related issues including upgrades of the equipment. Assists various offices in maintaining third party software and provide cost saving recommendations to upper level management.
- Develops, supports, and tests enterprise-wide backup strategy and trains technicians in operations/recover.
- Develops and conducts software and hardware training for technicians and end users where appropriate.
- Proficient operation of Windows domain servers, web hosting servers, email servers, Unix application servers, IBM midrange servers, internet changes/upgrades as needed, hardware/software troubleshooting, end user support, and involvement in web functions.
- Maintains technical knowledge by routinely attending IT Certification courses and seminars, as well as other classes where appropriate, thereby reducing the Town's need to hire external consultants/services.
- Advise in the development and updating of the Town of East Hartford system use policy. Cooperate with appropriate Town departments in the course of investigation of alleged violations of policy.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Considerable knowledge of a variety of office software products.
- Good technical knowledge of network hardware and operating systems.
- Good understanding of basic programming (batch, Access, Excel).
- Good knowledge, skill, and ability with regard to the operation and maintenance of personal computers and printers.
- Considerable problem-solving abilities as related to information technology.
- Considerable ability to establish and maintain effective working relationships with department heads, coworkers, and vendor representatives.
- Must have the ability to service different operating system platforms and perform regular updates to those operating systems.
- Must have exceptional organizational skills and the ability to work independently with a constantly changing set of priorities.
- Ability to assess and evaluate information technology issues during the absence of an Information Technology Manager.
- Extensive experience in automated PC deployment through workstation imaging
- Demonstrated ability in network switching, routing, and security
- Experience with VPN technologies (IPSEC, SSL, and/or PPTP)
- Windows Server (2003-2008+) demonstrated knowledge in design and maintenance

### **QUALIFICATIONS**

Graduation from a four year accredited college in computer technology with progressively responsible experience in Help Desk support; or an Associate's degree from an accredited college in computer technology or related field, plus two to three years of progressively responsible Help Desk support, proven network troubleshooting and design experience

Current certification such as MCSE, CCNA, or CISP a plus.

Appropriate level of experience can replace an associates degree from an accredited college (1 semester of college = 6 months of experience).

### **TOOLS AND EQUIPMENT USED**

Personal computers, hardware and software, digital cameras, scanners, multifunction devices, band and laser printers, envelope inserting and folding machine, PBX and IP phone sets.

### **PHYSICAL AND MENTAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to reach with hands and arms. The employee frequently is required to stand; walk; and use hand to finger, handle, feel or operate equipment, tools, or controls. The employee is occasionally required to sit; climb or balance; stoop, kneel, talk, and listen. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. Must be able to read and interpret technical computer material and to present training to employees. Must be able to write reports and keep records. This position requires the ability to apply complex principles to work problems and deal with several concrete variables. Must be available for 24-hour problem resolution, which includes after-hours on-call IT services.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is generally performed in typical computer room surroundings and Town offices with virtually no disagreeable features. The noise level in the work environment is moderate to noisy.

### **GENERAL GUIDELINES**

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

**NOTE: The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.**



# TOWN OF EAST HARTFORD

740 Main Street  
East Hartford, Connecticut 06108  
Easthartfordct.gov

Phone  
(860)291-7220

## APPLICATION FOR REVIEW OF QUALIFICATIONS

POSITION APPLIED FOR		DEPARTMENT	
APPLICANT'S NAME (LAST, FIRST, MIDDLE)			
STREET ADDRESS		CITY/TOWN	STATE/ZIP
TELEPHONE NUMBER (HOME)		TELEPHONE NUMBER (WORK/CONTACT)	
PRESENT JOB TITLE		LENGTH OF TIME IN POSITION	

### EDUCATION

List all colleges, business schools or technical schools you attended in chronological order, most recent listed first:			
School	Address	Course/Major	Degree/Certificate

Other training or professional licenses, special courses, work training programs, or armed forces training. Give name and location where training was given, certificate, if any, dates attended, subject of training, number of hours weekly, and other details related to the job for which you are applying. List any office equipment you can operate or any licenses or state certification you have that would be relevant to the position applied for (attach a separate sheet if necessary):

I certify that the statements made by me on this application are true, complete and correct to the best of my knowledge. I understand that any falsification of facts will subject me to disqualification or dismissal.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

TO BE COMPLETED BY HUMAN RESOURCES DEPARTMENT	DATE OF HIRE	
	SENIORITY DATE	
	GRADE/STEP	

Name: \_\_\_\_\_

Name of Employer		Job Title	
Address		City	State      Zip Code
<b>Dates of Employment:</b>  From _____ to _____ month                      year To        _____ to _____ month                      year	Name and Title of Supervisor		Telephone Number
	<b>Description of duties, responsibilities, and significant accomplishments:</b>     		
# Hrs. Worked Weekly	Reason For Leaving		

Name of Employer		Job Title	
Address		City	State      Zip Code
<b>Dates of Employment:</b>  From _____ to _____ month                      year To        _____ to _____ month                      year	Name and Title of Supervisor		Telephone Number
	<b>Description of duties, responsibilities, and significant accomplishments:</b>     		
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Name of Employer		Job Title	
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<b>Dates of Employment:</b>  From _____ to _____ month                      year To        _____ to _____ month                      year	Name and Title of Supervisor		Telephone Number
	<b>Description of duties, responsibilities, and significant accomplishments:</b>     		
# Hrs. Worked Weekly	Reason For Leaving		